**Position:** Home from Hospital Coordinator
**Salary:** Band 4 - £24,437 (FTE)
**Location:** Hybrid working
**Reporting to:** Home from Hospital Manager

**Role Overview:**
The Home from Hospital Coordinator will establish and nurture relationships with local hospital teams to facilitate referrals, conduct dynamic risk assessments, and provide practical and emotional support to ensure successful transitions back to independence and reduce re-admission risks.

**Responsibilities**

**Referrals and Assessment:**

* Receive and prioritize referrals, collaborating with the Discharge Hub and conducting initial risk assessments.
* Collaborate with the Discharge Hub to ensure appropriate referrals and conduct pre-discharge planning as necessary.

**Service Promotion:**

* Cultivate positive relationships with hospital teams, attend meetings to generate referrals, and promote the service to health and community services.
* Create referral pathways with other external partners such as Social Workers, Occupational Therapists and external organisations

**Client Support:**

* Assess client needs, set goals, and develop support plans.
* Provide practical support at home, manage volunteers, liaise with healthcare professionals and families, and identify carers for support services.

**Person Skills**

**Experience:**

* Experience in assessing the needs of vulnerable individuals, supporting clients in their own homes, and in the health and social care sector.

**Skills & Abilities:**

* Ability to manage workload, communicate effectively, work independently, and visit clients in hospital wards.
* Strong organizational skills, attention to detail, commitment to teamwork, and self-motivation.
* Good level of communication and interpersonal skills

**Knowledge:**

* Knowledge of IT for database input, hospital discharge process, post-discharge support, issues affecting individuals after hospital stays, and project management principles.

**General:**

* Efficiently manage caseloads, maintain records, adhere to procedures for safe service delivery, and assist in monitoring and evaluating the service and its clients.

**Working with Others:**

* Demonstrate effective teamwork and initiative, contribute positively to organizational development, and practice active listening.

**Understanding the Organization:**

* Analyse trends, recommend service improvements, and act as an ambassador for the organization while adhering to policies and confidentiality.

**Developing Personally:**

* Take responsibility for personal development, stay updated on available services, maintain good timekeeping, and attend performance reviews and training sessions.

**Other Requirements:**

* Understanding of confidentiality, sensitivity, and non-judgmental attitude.
* Own transport, clean driving license, and business class insurance.

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| **Person Specification** | **Essential** | **Desirable** |
| **Experience** |
| Experience of assessing the needs of vulnerable people and providing reassuring person-centred support in-line with their goals. | ✓ |  |
| Experience of supporting clients in their own homes | ✓ |  |
| Experience of working in the health and social care sector | ✓ |  |
| **Skills & abilities** |
| Able to manage complex workload | ✓ |  |
| Skilled communicator who can competently and calmly liaise with Health & Social Care professions and client’s family members  | ✓ |  |
| An independent and resourceful employee, comfortable in operating as a lone-worker within a community setting  | ✓ |  |
| Comfortable in visiting potential clients on hospital wards | ✓ |  |
| Organisational abilities, an ordered systematic approach to work and an eye for detail | ✓ |  |
| Ability and commitment to working as part of an extended team | ✓ |  |
| Need to be self motivated, to organise time effectively, to manage workload, to prioritise tasks and to work to agreed targets | ✓ |  |
| **Knowledge** |
| Evidence of a good general education | ✓ |  |
| IT literate – a competent user of Word and email and previous experience of inputting information onto a database | ✓ |  |
| An understanding of the hospital discharge process  |  | ✓ |
| An understanding of the issues that can affect those who have had a stay in hospital  |  | ✓ |
| An awareness of the teams/agencies that can be involved in post-discharge support |  | ✓ |
| Some knowledge or experience of how to manage a project and develop its potential |  | ✓ |
| **Other requirements** |
| An understanding of the need for confidentiality, sensitivity and a non judgemental attitude | ✓ |  |
| Daily use of own transport, clean, current driving licence and business class insurance | ✓ |  |

March 2024